



An Oshkosh Corporation Company

## IMT LIMITED WARRANTY POLICY

**Warranty Coverage** – Products manufactured by Iowa Mold Tooling Co., Inc. (IMT) are warranted to be free from defects in material and workmanship, under proper use, application and maintenance in accordance with IMT's written recommendations, instructions and specifications as follows:

- 1) **One (1) year: labor on IMT workmanship** from the date the unit is put into service by the selling IMT dealer, as indicated on the warranty registration, not to extend beyond two (2) years from the date of manufacture by IMT.
- 2) **One (1) year: original and replacement IMT parts** from the date the unit or part is put into service by the selling IMT dealer, as indicated on the warranty registration, not to extend beyond two (2) years from the date of manufacture by IMT.
- 3) **Two (2) years: original rotary screw air end assembly** from the date the unit is put into service by the selling IMT dealer, as indicated on the warranty registration, not to extend beyond three (3) years from the date of manufacture. All other compressor components including the shaft seal are warranted for one year, not to extend beyond 18 months from the date of shipment from IMT.
- 4) **Three (3) years: original IMT Crane structural parts** from the date the unit is put into service by the selling IMT dealer, as indicated on the warranty registration, not to extend beyond four (4) years from the date of manufacture by IMT. Structural items are exclusively specified to be the crane base, mast, and booms.
- 5) **Three (3) years: paint coverage** on structural components such as crane bases, masts, booms, truck body doors and body panels to be free from defects such as corrosion, blisters, unreasonable color or gloss loss, or delamination determined to result from paint failure. This warranty is effective from the date the unit is put into service by the selling IMT dealer, as indicated on the warranty registration and not to extend beyond four (4) years from the date of manufacture from IMT. Damage such as chips, scratches, and corrosion due to dirt build-up or normal wear that occurs through usage of the product is not covered under this warranty. Rust bleed out from inaccessible structural features as a result of prolonged moisture exposure does not constitute a failure in paint coverage or adhesion and is not covered under this warranty.
- 6) **Five (5) years: Dominator rust-through coverage** for body panels, doors, and wheel wells from the date the unit is put into service by the selling IMT dealer, as indicated on the warranty registration, not to extend beyond six (6) years from the date of manufacture. Rust-through damage as a result of surface and/or paint damage, product neglect or abuse, or structural modification is not covered under this warranty.
- 7) **Five (5) year: Sitestar lubrication tanks structural coverage** from the date the unit is put into service by the selling IMT dealer, as indicated on the warranty registration, not to extend beyond six (6) years from the date of manufacture.
- 8) **Ninety (90) days: Rebuilt parts** from the date of shipment from IMT.

IMT's obligation under this warranty is limited to, and the sole remedy for any such defect shall be the repair or replacement (at IMT's option) of unaltered parts returned to IMT, freight prepaid, and proven to have such defect, provided such defect occurs within the above stated warranty period, is reported to IMT within fourteen (14) days of its occurrence, and all claims and failing parts are returned to IMT within thirty (30) days after the repair is completed. IMT pays ground freight one-way only. Premium freight will be at the customer's expense. Parts not of IMT manufacture are warranted only to the extent they are warranted by the original manufacturer.

**IMPLIED WARRANTY EXCLUDED** - Only authorized IMT warranties are valid and applicable to IMT product. These warranties are in lieu of all other express or implied warranties or representations, including warranties of merchantability or fitness for any particular purpose or of any other obligations on the part of IMT. IMT may, in specific instances and by written approval of an officer of the firm in advance of any bid or sale, modify or extend the terms of the standard IMT warranty.

**WARRANTY REGISTRATION AND CLAIMS** – The unit warranty is instated by completion of the product registration by the end-user. Failure to return the completed product registration form to IMT at the time of purchase may result in invalidation of product warranty. Warranty claims must be submitted and shall be processed in accordance with IMT's established warranty claim procedures.

**WARRANTY SERVICE** - Warranty service will be performed by any IMT distributor authorized to sell new IMT products of the type involved or by any IMT Service Center authorized to service the type of product involved or by IMT in the event of direct sales made by IMT. At the time of requesting warranty service, the purchaser must present evidence of the date of delivery of the product. The purchaser shall pay any premium for overtime labor requested by the purchaser, any charge for making service calls and for transporting the equipment to the place where warranty work is performed, unless otherwise authorized in writing by IMT.

**PARTS AND LABOR RATE** - Labor reimbursement for warranty claims will be one-hundred percent (100%) of the standard hourly retail labor rate, as reported to IMT, multiplied by the number of work hours listed on the warranty service report. IMT reserves the right to modify those claims for warranty work hours which appear excessive. Part reimbursement for warranty claims will be one-hundred percent (100%) of the selling price paid by the distributor to IMT. Labor is not included on service parts.

**WARRANTY VOIDED** - All obligations of IMT under this warranty shall be terminated: (1) if service other than normal maintenance or normal replacement of service items is performed by someone other than an authorized IMT dealer, (2) if product is modified or altered in ways not approved by IMT.

**PURCHASER'S RESPONSIBILITY** - This warranty covers only defective material and workmanship. It does not cover depreciation or damage caused by normal wear, accident, improper protection in storage, or improper use. The purchaser has the obligation of performing the care and maintenance duties discussed in IMT's written recommendations, instructions and specifications. Any damage which results because of purchaser's failure to perform such duties shall not be covered by this warranty. The cost of normal maintenance and normal replacement of service items such as wear pads, oil, etc. shall be paid by the purchaser.

**CONSEQUENTIAL DAMAGES** - The only remedies the purchaser has in connection with the breach of performance of any warranty on IMT products are those set forth above. In no event will the dealer, IMT or any company affiliated with IMT, be liable for business interruptions, loss of sales and/or profits, rental or substitute equipment, costs of delay for any other special, indirect, incidental or consequential losses, costs or damages.

**REPRESENTATIONS EXCLUDED** - IMT products are subject to no expressed, implied or statutory warranty other than herein set forth, and no agent, representative or distributor of the manufacturer has any authority to alter the terms of this warranty in any way whatsoever or to make any representations or promises, express or implied, as to the quality or performance of IMT products other than those set forth above.

**CHANGE IN DESIGN** - IMT reserves the right to make changes in design or improvements upon its products without imposing any obligation upon itself to install the same upon its products theretofore manufactured.

Effective January 1, 2002

#### IMT WARRANTY PROVISIONS

- The IMT warranty applies only to new and unused products which, after shipment from the factory, have not been altered, changed, repaired or mistreated in any manner whatsoever. Normal maintenance items such as lubricants and filters are not warrantable items.
- Damage resulting from abuse, neglect, misapplication of equipment, accessories or parts is not covered under warranty.
- Deterioration or wear occasioned by chemical and/or abrasive action or excessive heat shall not constitute defects.
- IMT or their authorized distributor will handle parts replacement and/or correction of defective workmanship.
- Failure to file a detailed warranty claim/service report for each occurrence of material defect or defective workmanship will cause warranty claim to be rejected.
- Defective material must be returned within **30 days** of receipt of shipping instructions. Failure to do so within specified time will result in forfeiture of claim.
- The distributor is responsible for the initial investigation and write up of the warranty claim.
- Distributor shall be allowed no more than **30 days** from date of repair to file a warranty claim/service report.
- The IMT warranty does not cover diagnostic calls, travel, and lodging.
- IMT will deduct from allowable credits for excessive freight charges caused by sender failing to follow return shipping instructions.
- IMT pays ground freight one-way only. Premium charges such as Next Day Air will be at the owner's expense.
- Distributors or end-users automatically deducting the value of a warranty claim from outstanding balances due and payable to IMT prior to receiving written notification of IMT approval of the warranty claim may be subject to forfeiture of the entire claim.
- Short shipments and new part returns are not covered by the IMT Warranty Policy. These issues must be addressed through IMT Customer Service at 800-554-4421.

### IMT WARRANTY CLAIMS - FILING PROCEDURES

When contacting IMT for warranty claims and technical support, please have the model and serial number of your crane available.

1. Initiate the claim process through a purchase order for warranty part or request for credit.
2. Warranty Claims/Service Report will accompany replacement part. When returning failed parts to the factory for warranty credit, fill out all information requested on Warranty Claims/Service Report when it is sent to you with replacement part.
3. IMT will confirm disposition of failed part within 30 days, and or request additional information.
4. Claim acceptance or denial will result in release of a credit or confirmation letter of denial.
5. IMT will consider each claim on its own merit and reserves the right to accept or reject claim request. In cases of components purchased and used by IMT for the manufacture of IMT product, these will be returned by IMT to the manufacturer for their analysis/input.
6. Send Warranty Claim/Service Report request to:

**IOWA MOLD TOOLING CO., INC.**  
**500 HWY. 18 WEST**  
**GARNER, IA 50438**  
**ATTN: WARRANTY CLAIM ENCLOSED**

**Or fax to: (641) 923-4055**

### IMT WARRANTY CLAIMS - PREPARATION OF PART RETURN

Depending on the part and nature of failure, IMT may request that the failed part be returned for analysis. Credit will not be given until the failure analysis is complete and the warranty claim approved. Parts that must be returned to IMT for analysis must do so within 14 days with freight paid by the Distributor. All returned goods must include a return authorization number.

Parts returned to the factory must be properly packaged to prevent damage during shipment. Damage to a part as a result of improper handling or packing could be cause for claims disallowance of credit. When addressing the package for shipment, the following information must be on the outside of or tagged clearly to package:

1. Warranty Claim Report Authorization Number
2. Distributor or end-users return address.
3. Correct factory address.
4. Number of packages pertaining to each claim.

**NOTE: Our warranty requires that all defective parts be returned to IMT freight prepaid. Items sent without claim number will not be accepted.**

### DAMAGE IN TRANSIT

Do not return damaged merchandise to IMT. Please follow claim procedure.

#### 1. Loss in transit:

The merchandise in our kits or provided in our factory installations has been thoroughly inspected or carefully installed and tested before leaving our plant. However, regardless of the care taken at the factory, there is a possibility that damage may occur in shipment. For this reason, it is recommended that the unit be carefully inspected for evidence of possible damage or malfunction during the first few hours of operation. Responsibility for the safe delivery of the kit or factory installed unit was assumed by the carrier at the time of shipment. Therefore, claims for loss or damage to the contents of the kit or factory installed unit should be made upon the carrier.

#### 2. Concealed loss or damage:

Concealed loss or damage means loss or damage which does not become apparent until the kit is unpacked or the factory installed unit is run by the end-user. The contents of the kit or factory installed unit may be damaged due to rough handling while in route to its destination, even though the kit or factory installed unit shows no external damage. When the damage is discovered upon unpacking, make a written request for inspection by the carrier agent within fifteen days of delivery date. Then file a claim with the carrier since such damage is the carrier's responsibility.



## **Diamond Shield** **Optional 36-month Warranty Coverage**

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**WARRANTY COVERAGE** – Products manufactured by Iowa Mold Tooling Co., Inc. (IMT) are warranted to be free from defects in material and workmanship, under proper use, application and maintenance in accordance with IMT's written recommendations, instructions and specifications as follows:

- 1) **36 months: labor on IMT workmanship** from the date the unit is put into service by IMT or by the selling IMT dealer, as indicated on the warranty registration, not to extend beyond 48 months from the date of manufacture by IMT.
- 2) **36 months: original and replacement IMT parts** from the date the unit or part is put into service by IMT or by the selling IMT dealer, as indicated on the warranty registration, not to extend beyond 48 months from the date of manufacture by IMT.
- 3) **36 months: original IMT Crane structural parts** from the date the unit is put into service by IMT or by the selling IMT dealer, as indicated on the warranty registration, not to extend beyond 48 months from the date of manufacture by IMT. Structural items are exclusively specified to be the crane base, mast, and booms.
- 4) **36 months: paint coverage** on structural components such as crane bases, masts, booms, truck body doors and body panels to be free from defects such as corrosion, blisters, unreasonable color or gloss loss, or de-lamination determined to result from paint failure. This warranty is effective from the date the unit is put into service by IMT or by the selling IMT dealer, as indicated on the warranty registration and not to extend beyond 48 months from the date of manufacture from IMT. Damage such as chips, scratches, and corrosion due to dirt build-up or normal wear that occurs through usage of the product is not covered under this warranty. Rust-bleed out from inaccessible structural features as a result of prolonged moisture exposure does not constitute a failure in paint coverage or adhesion and is not covered under this warranty.
- 5) **60 months: rust-through coverage** for body panels, doors, and wheel wells from the date the unit is put into service by IMT or by the selling IMT dealer, as indicated on the warranty registration, not to extend beyond 72 months from the date of manufacture. Rust-through damage as a result of surface and/or paint damage, product neglect or abuse, or structural modification is not covered under this warranty.

**EXCLUSIONS** – the following are explicitly excluded from optional 36-month coverage:

- a. PTOs, pumps, and power units
- b. All wear and consumable parts (examples include but are not limited to filters, hoses, wear pads, bushings, seals, wire rope and switches)
- c. Any parts showing abuse or misuse
- d. Any parts considered accessories, any dealer-supplied items not purchased through IMT and any item installed without the written permission of IMT.

**SPECIAL CONDITIONS** – 36 month warranty coverage requires the following:

1. Product must be originally purchased from IMT or an authorized IMT dealer.
2. A properly and fully completed 36-month warranty registration must be on file with IMT within thirty (30) days of end-user customer purchase.
3. Proper completion of the prescribed maintenance schedule designated in the IMT ValuePlus Fleet Management<sup>SM</sup> Program.
4. The purchase of one (1) 3-year IMT planned maintenance parts kit to satisfy the requirements of the IMT ValuePlus Fleet Management<sup>SM</sup> Program during the 36-month coverage period.
5. The crane and compressor circuits must have an hour meter installed in each to effectively track hour usage for proper planned maintenance intervals.

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### **Diamond Shield Optional 36-Month Warranty Policy**



## ***Diamond Shield*** **Optional 36-month Warranty Coverage**

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IMT's obligation under this warranty is limited to, and the sole remedy for any such defect shall be the repair or replacement (at IMT's option) of unaltered parts returned to IMT, freight prepaid, and proven to have such defect, provided such defect occurs within the above stated warranty period, is reported to IMT within fourteen (14) days of its occurrence, and all claims and failing parts are returned to IMT within thirty (30) days after the repair is completed. IMT pays ground freight one-way only. Premium freight will be at the customer's expense. Parts not of IMT manufacture are warranted only to the extent they are warranted by the original manufacturer.

**IMPLIED WARRANTY EXCLUDED** - The warranties described above are in lieu of all other express or implied warranties or representations, including warranties of merchantability or fitness for any particular purpose or of any other obligations on the part of IMT. IMT may, in specific instances and by written approval of an officer of the firm in advance of any bid or sale, modify or extend the terms of the Standard IMT Warranty. Only authorized IMT warranties are valid and applicable to IMT products.

**WARRANTY REGISTRATION AND CLAIMS** - The unit warranty is commenced by completion of the product registration by the end-user. Failure to return the completed product registration form to IMT at the time of purchase may result in invalidation of product warranty. Warranty claims must be submitted and shall be processed in accordance with IMT's established warranty claim procedures.

**WARRANTY SERVICE** - Warranty service will be performed by an authorized IMT warranty service provider. Authorized warranty service providers shall be any IMT dealer authorized to sell new IMT products of the type involved or by any IMT Service Center authorized to service the type of product involved or by IMT in the event of direct sales made by IMT. At the time of requesting warranty service, the purchaser must present evidence of the date of delivery of the product. The purchaser shall pay any premium for overtime labor requested by the purchaser, any charge for making service calls and for transporting the equipment to the place where warranty work is performed, unless otherwise authorized in writing by IMT.

**PARTS AND LABOR RATE** - Labor reimbursement for warranty claims will be one-hundred (100%) of the standard hourly retail labor rate as reported to IMT by the authorized warranty provider multiplied by the number of work hours listed on the warranty service report. IMT reserves the right to modify those claims for warranty work hours which appear excessive. Part reimbursement for warranty claims will be one-hundred percent (100%) of the selling price paid by warranty service provider to IMT. Labor is not included on service parts.

**WARRANTY VOIDED** - All obligations of IMT under this warranty shall be terminated: (1) if service other than normal maintenance or normal replacement of service items is performed by someone other than an authorized IMT warranty provider, (2) if product is modified or altered in ways not approved by IMT in writing.

**PURCHASER'S RESPONSIBILITY** - This warranty covers only defective material and workmanship. It does not cover depreciation or damage caused by normal wear, accident, improper protection in storage, or improper use. The purchaser has the obligation of performing the care and maintenance duties discussed in IMT's written recommendations, instructions and specifications. Any damage that results because of purchaser's failure to perform such duties shall not be covered by this warranty. The cost of normal maintenance and normal replacement of service items such as wear pads, oil, etc. shall be paid by the purchaser.

**DAMAGES** - The only remedies the purchaser has in connection with the breach of performance of any warranty on IMT products are those set forth above. In no event will the dealer, IMT or any company affiliated with IMT, be liable for business interruptions, loss of sales and/or profits, rental or substitute equipment, costs of delay for any other special, indirect, incidental or consequential losses, costs or damages.

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### ***Diamond Shield* Optional 36-Month Warranty Policy**



## **Diamond Shield** **Optional 36-month Warranty Coverage**

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**REPRESENTATIONS EXCLUDED** - IMT products are subject to no expressed, implied or statutory warranty other than herein set forth, and no agent, representative or distributor of the manufacturer has any authority to alter the terms of this warranty in any way whatsoever or to make any representations or promises, express or implied, as to the quality or performance of IMT products other than those set forth above.

**CHANGE IN DESIGN** - IMT reserves the right to make changes in design or improvements upon its products without imposing any obligation upon itself to install the same upon its products theretofore manufactured.

### **IMT WARRANTY PROVISIONS**

- The IMT warranty applies only to new and unused products which, after shipment from the factory, have not been altered, changed, repaired or mistreated in any manner whatsoever. Normal maintenance items such as lubricants and filters are not warrantable items.
- Damage resulting from abuse, neglect, misapplication of equipment, accessories or parts is not covered under warranty.
- Deterioration or wear occasioned by chemical and/or abrasive action or excessive heat shall not constitute defects.
- IMT or their authorized distributor will handle parts replacement and/or correction of defective workmanship.
- Failure to file a detailed warranty claim/service report for each occurrence of material defect or defective workmanship will cause warranty claim to be rejected.
- Defective material must be returned with **30 days** of receipt of shipping instructions. Failure to do so within specified time will result in forfeiture of claim.
- The distributor is responsible for the initial investigation and write up of the warranty claim.
- Distributor shall be allowed no more than **30 days** from date of repair to file a warranty claim/service report.
- The IMT warranty does not cover diagnostic calls, travel, and lodging.
- IMT will deduct from allowable credits for excessive freight charges caused by sender failing to follow return shipping instructions.
- IMT pays ground freight one-way only. Premium charges such as Next Day Air will be at the owner's expense.
- Distributors or end-users automatically deducting the value of a warranty claim from outstanding balances due and payable to IMT prior to receiving written notification of IMT approval of the warranty claim may be subject to forfeiture of the entire claim.
- Short shipments and new parts returns are not covered by the IMT Warranty Policy. These issues must be addressed through IMT Customer Service at 800-554-4421.

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### **Diamond Shield Optional 36-Month Warranty Policy**



## **Diamond Shield Optional 36-month Warranty Coverage**

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### **IMT WARRANTY CLAIMS – FILING PROCEDURES**

When contacting IMT for warranty claims and technical support, please have the model and serial number of your equipment available.

1. Initiate the claim process through a purchase order for warranty part or request for credit.
2. Warranty Claims/Service Report will accompany replacement part. When returning failed parts to the factory for warranty credit, fill out all information requested on Warranty Claims/Service Report when it is sent to you with replacement part.
3. IMT will confirm disposition of failed part within 30 days, and/or request additional information.
4. Claim acceptance or denial will result in release of a credit or confirmation letter of denial.
5. IMT will consider each claim on its merit and reserves the right to accept or reject claim request. In cases of components purchased and used by IMT for the manufacture of IMT product, these will be returned by IMT to the manufacturer for their analysis/input.
6. Send Warranty Claim Service Report request to:

**IOWA MOLD TOOLING CO., INC.  
500 HWY. 18 WEST P.O. BOX 189  
GARNER, IA 50438-0189  
ATTN: WARRANTY CLAIM ENCLOSED**

**Or fax to: (641) 923-4055**

### **IMT WARRANTY CLAIMS – PREPARATION OF PART RETURN**

Depending on the part and nature of failure, IMT may request that the failed part be returned for analysis. Credit will not be given until the failure analysis is complete and the warranty claim approved. Parts that must be returned to IMT for analysis must do so within 14 days with freight paid by the Distributor. All returned goods must include a return authorization number.

Parts returned to the factory must be properly packaged to prevent damage during shipment. Damage to a part as a result of improper handling or packing could be cause for disallowance of claim. When addressing the package for shipment, the following information must be on the outside of or tagged clearly to package:

1. Warranty Claim Report Authorization Number
2. Distributor or end-users return address
3. Correct factory address
4. Number of packages pertaining to each claim

**NOTE: Our warranty requires that all defective parts be returned to IMT freight prepaid. Items sent without claim number will not be accepted.**

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### **Diamond Shield Optional 36-Month Warranty Policy**



## ***Diamond Shield*** **Optional 36-month Warranty Coverage**

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### **DAMAGE IN TRANSIT**

Do not return damaged merchandise to IMT. Please follow claim procedure.

#### **1. Loss in transit:**

The merchandise in our kits or provided in our factory installation kits has been thoroughly inspected or carefully installed and tested before leaving our plant. However, regardless of the care taken at the factory, there is a possibility that damage may occur in shipment. For this reason, it is recommended that the unit be carefully inspected for evidence of possible damage or malfunction during the first few hours of operation. Responsibility for the safe delivery of the kit or factory installed unit was assumed by the carrier at the time of shipment. Therefore, claims for loss or damage to the contents of the kit or factory installed unit should be made upon the carrier.

#### **2. Concealed loss or damage:**

Concealed loss or damage means loss or damage which does not become apparent until the kit is unpacked or the factory installed unit is run by the end-user. The contents of the kit or factory installed unit may be damaged due to rough handling while in route to its destination, even though the kit or factory installed unit shows no external damage. When the damage is discovered upon unpacking, make a written request for inspection by carrier agent within fifteen days of delivery date. Then file a claim with the carrier since such damage is the carrier's responsibility.